

Customer Service Report for ASB

For the period: Monday, October 01, 2007 12:00:00 AM to Wednesday, October 31, 2007 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
ADB											
DELPRO	1	0	0	0	0	0	0	0	1	0	25
ASR											
Colocation-OFF	1	0	0	2	0	1	0	0	2	0	0
Colocation-ON	0	0	0	7	0	0	0	0	7	0	0
Other	0	0	0	15	0	1	0	0	14	0	0
Unix	0	0	0	23	0	0	0	0	23	0	0
CIT Categories											
Web Dev/New Proj	1	0	0	0	0	1	0	0	0	0	0
CIT Categories Remedy											
Accts Pwd Reset	0	1	0	0	0	0	0	1	0	0	12
Install/Upgrade	0	1	0	0	0	0	0	1	0	0	15
Connectivity											
Connect Direct	0	1	0	0	0	0	0	0	1	0	0
Email											
MS Outlook	1	0	0	0	0	0	0	0	1	0	10
NIH Data Center											
Aperture Vista	0	0	0	1	0	0	0	0	1	0	0
NIHnet											
Service Prov-Other	1	0	0	0	0	0	0	0	1	0	43
OS/390											
Disks (DASD)	0	1	0	0	0	0	0	0	1	0	0
General Info	1	0	0	0	0	1	0	0	0	0	0
Other Software	2	0	0	0	0	1	0	0	1	0	4
Printer/VPS	0	1	0	23	0	0	0	0	24	0	0
Grand Total:	8	5	0	71	0	5	0	2	77	0	1

Total Tickets Closed: 79

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Center for Information Technology

Snapshot Date: 12/26/2007 3:26:12 PM

Total Tickets Assigned/Pending/Checked Out:	5
Total Tickets Created:	84